

Riversley Road Surgery - Original Visit 9th May 2016
Riversley Road, Nuneaton, Warwickshire, CV11 5QT

Practice Information * Information received from Surgery

Practice Manager: Rebecca Egan

Contact Details: 02476 382239

regan@nhs.net

Recommendations:

Recommendation 1:

*Surgery consider advertising the availability of confidentiality at reception as well as the availability of pre-booked translation services.

Has this recommendation been met? Yes No

Comments:

Practice Manager Response via email: We did implement the majority of this and had a CQC inspection in Sept 2016 which showed this work had been carried out. But the practice is now currently having major internal alterations and we aim to ensure all of these are reintroduced when the work has been completed. We have invested in brand new notice boards for this to take place.

Recommendation 2:

There are a selection of posters on the walls but these could be supplemented with information about the patient group - not everyone will read the brochure and charter. This could act as a recruitment tool for the patient group and give a point of contact for those who wish to raise issues or highlight good experiences.

Has this recommendation been met? Yes No

Comments:

Practice Manager Response via email: We did implement the majority of this and had a CQC inspection in Sept 2016 which showed this work had been carried out. But the practice is now currently having major internal alterations and we aim to ensure all of these are reintroduced when the work has been completed. We have invested in brand new notice boards for this to take place.

Note: The response given by the Practice Manager for recommendation 2 is the same as that given for recommendation 1.

Recommendation 3:

It is also recommended that the Surgery look at sharing information with other practices regarding their triage system which has seen a reduction in no shows and provides continuity of care, as well as the results of their pilot for the EPS (electronic prescription service).

Has this recommendation been met? Yes No

Comments:

Practice Manager via email: I have raised several times at the local Practice Managers forum and I am aware that other local practices now carry out a similar system with their appointments. As for the EPS I am not sure on how this roll out is happening locally.

Any additional comments:

No additional comments.

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Authorised Representatives	Alex Hilton
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